

ETRAKIT USER GUIDE

INSTRUCTIONS FOR
CONTRACTORS AND DESIGN
PROFESSIONALS

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INSTRUCTIONS
ON THE USE OF
THE CITY OF
ROANOKE'S
ETRAKIT
ONLINE
PERMITTING
SYSTEM



GETTING STARTED IN ETRAKIT

Initial Log In

The screenshot shows the eTRAKIT homepage. At the top, there is a navigation bar with links: Home, Setup an Account, Log In, Contractor (dropdown), eTRAKIT Test Co (dropdown), Password, LOGIN, REMEMBER ME, and Reset Password. Below the navigation bar is the City of Roanoke logo. A callout box with an arrow points to the search bar, containing the text: "Click here to expand the list to search for your name or just start typing your name." The main content area has a large heading "Welcome to the City of Roanoke" followed by a paragraph: "This site provides access to community development services, allowing citizens to search for information and complete many common tasks over the Internet. Online permitting will be available for licensed contractors and registered public users in 2017." Below this is a link for "Electronic Submission Guidelines" and a note: "Please note: To schedule an inspection click on 'Schedule' in the 'Date' column. If you do not see 'Schedule,' call 540/853-1142 to schedule an inspection. Thank you for your patience during this software transition."

The screenshot shows the eTRAKIT security page. On the left is a sidebar menu with categories: Permits, Projects, Contractor, Properties, Inspections, Code Enforcement, Shopping Cart, and Contact. The main content area contains a registration form with fields for: Security Question, Secret Answer, Re-enter Secret Answer, Password, and Confirm Password. A "CONTINUE" button is at the bottom of the form. Two callout boxes provide instructions: one points to the Security Question and Secret Answer fields with the text "You will need to create a Security Question and Answer.", and another points to the Password and Confirm Password fields with the text "Here you will use the Temporary password given to you by the City of Roanoke." Below the form, "Password Rules" are listed: Minimum of 6 characters, Maximum of 25 characters, At least one letter and 1 number, and Note: Password is case sensitive. At the bottom of the page is a disclaimer: "The City of Roanoke Planning, Building, & Development, VA makes every effort to produce and publish the most current and accurate information possible. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of this website indicates understanding and acceptance of this statement."

View/Edit Profile

Change Password

My Dashboard

Permits

- Search Permit
- Pay Fees

Projects

- Search Projects
- Pay Fees

Contractor

- Search Contractors

Properties

- Search Property

Inspections

- Schedule
- Cancel
- Scheduled

Code Enforcement

- Search

Shopping Cart


- Pay All Fees
- Paid Items

Contact






- Contact us


HOME | DASHBOARD | **VIEW/EDIT PROFILE** | VIEW CART | LOG OUT | LOGGED IN AS: D&T

Hello D&T Construction.
Below is a Dashboard of your current activities.

 My Active Permits

5 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEES DUE	
CELE17-0005	215 CHURCH...	COMMERCIAL ELECTRICAL	ISSUED	7/11/2017		\$74.50	
CMR17-0027	2401 JOHNS...	COMMERCIAL REPAIR REMODEL	REVIEW			\$80.40	
RADD16-0128	1716 DEYER...	RESIDENTIAL ADDITION	ISSUED	6/10/2017		\$0.00	
SIGN16-0054	2220 WESTO...	SIGN	APPROVED			\$80.00	
ZTU17-0001	1802 ARLIN...	ZONING TEMPORARY USE	APPROVED			\$0.00	

 My Active Inspections

39 total record(s).

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	LIGHTING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	SCREENING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	BONDING/ GROUNDING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	GROUNDWORK ELECTRIC	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE LAT	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL ELECTRIC**	

ov/etrakit/dashboard.aspx

My Dashboard

Permits

- ▶ Search Permit
- ▶ Pay Fees

Projects

- ▶ Search Projects
- ▶ Pay Fees

Contractor

- ▶ Search Contractors

Properties

- ▶ Search Property

Inspections

- ▶ Schedule
- ▶ Cancel
- ▶ Scheduled

Code Enforcement

- ▶ Search

Shopping Cart

- ▶ Pay All Fees
- ▶ Paid Items

Contact

- ▶ Contact us

Edit Information

* Required fields

Profile

Company Name: **D&T Construction**

State License #: **AEC10**

* Address: 215 Church Ave. SW

* City: Roanoke

* State: Virginia

* Zip: 24011 -

* Email: tommy.hahn@roanokeva.gov

* Phone: (540) 853-1090

Cell Phone: () - -

Fax: () - -

Verify this information is correct.

Here is where you change your password.

Change Password

Password Rules:

Minimum of 6 characters
Maximum of 25 characters
At least one letter and 1 number
Note: Password is case sensitive

* Password: (6 to 15 letters/numbers only)

* Confirm Password:

Security Question

Security Question

Current Security Question: What is your favorite sports team

* Enter Current Secret Answer:

* Enter New Security Question:

* Enter Secret Answer:

* Re-enter New Secret Answer:

Enter the answer to your security question. Then create a new security question and answer.


SAVE






Identifying and Navigating the Dashboard

First: My Active Permits

HOME | DASHBOARD | VIEW/EDIT PROFILE | VIEW CART | LOG OUT LOGGED IN AS: D&T

Hello D&T Construction.
Below is a Dashboard of your current activities.

 **My Active Permits** 5 total record(s).

PERMIT NO.	ADDRESS	TYPE	STATUS	EXPIRED	INSPECTION	FEE DUE	
CELE17-0005	215 CHURCH...	COMMERCIAL ELECTRICAL	ISSUED	7/11/2017		\$74.50	
CMR17-0027	2401 JOHNS...	COMMERCIAL REPAIR REMODEL	REVIEW			\$80.40	
RADD16-0128	1716 DEYER...	RESIDENTIAL ADDITION	ISSUED	6/10/2017		\$0.00	
SIGN16-0054	2220 WESTO...	SIGN	APPROVED			\$80.00	
ZTU17-0001	1802 ARLIN...	ZONING TEMPORARY USE	APPROVED			\$0.00	

You can click on your permit number to take you to that permit.

See page 7.

Click on the address to take you to the Geo record for the property.

See page 15.

Click on the blue fees to add to shopping cart and to pay fees.

See page 11.

Click the blue paper clip to take you to attachments where you may download or upload files.

See page 13.

Second: My Active Inspections



My Active Inspections

39 total record(s).



REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	LIGHTING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	SCREENING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	BONDING/ GROUNDING	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	GROUNDWORK ELECTRIC	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE LAT	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL ELECTRIC**	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL SITE	
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	HISTORIC FINAL	
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL BUILDING	
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	BUILDING CO SIGN OFF	
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FIELD CO SIGNOFF	
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL CO SIGNOFF**	
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	ZONING CO SIGN OFF	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	FINAL SITE	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	LIGHTING	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R BUILDING WRAP	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R DRAFT STOP/FIRE STOP	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R DRANTILE/FND COATING	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL BUILDING**	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL ELECTRIC	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL GAS	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL HVAC	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL PLUMBING	Schedule
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R FINAL RADON	Schedule

1

2

Under the Active Inspections screen you can click the permit number to take you to that permit or the address to take you to the Geo screen for parcel information. From here you may also schedule your inspection by clicking on [Schedule](#) next to the inspection you need. If [Schedule](#) is not there, please call 540-853-1142.

Third: My Active Projects



My Active Projects

2 total record(s).



PROJECT NO.	ADDRESS	TYPE	STATUS	FEES DUE	
CP16-0111	SALEM TP N...	COMPREHENSIVE DEVELOPMENT PLAN	CONTINUED	\$0.00	
SU16-0054	4562 FRANK...	SUBDIVISION PLAT	APPLIED	\$0.00	

You can click on the Project number to take you to that Project.

See page 7.

Click on the address to take you to the Geo record for the property.

See page 15.

Click on the blue fees to add to shopping cart and to pay fees.

See page 11.



Click the blue paper clip to take you to attachments where you may download or upload files.

See page 13.

Identify and Navigate the Permit Link

Click the paper clip to access your attachment as well as to upload any attachments for review.

Permit #SIGN16-0054

 Attachment  Add To Cart

You may click [Add To Cart](#) to add any remaining fees to the shopping cart to pay.

Permit Info Site Info Contacts Fees \$83.00 Inspections Chronology Conditions Reviews

Type: SIGN
Subtype: TEMPORARY SIGN
Short Description: test CC payment
Status: APPROVED
Applied Date: 10/20/2016
Approved Date:
Issued Date:
Final Date:
Expiration Date:
Notes: 10/21/2016 7:57:04 AM this is a test permit to run through payment process

On this page you can view all your permit information. By clicking on the various tabs above you can view your Site Info, Contacts, Fees, Inspections, Chronology, Conditions, and Reviews. For example, under the [Inspection Tab](#) you can see inspection results as well as schedule your inspections, and under your [Review Tab](#) you can see your review comments in real time, see who is performing the review and when it is due.

Attachments: [Chrysanthemum.jpg](#)

Attachments that are viewable or available for download will be displayed here.

Permit #SIGN16-0054

Attachment  Add To Cart

Permit Info Site Info Contacts Fees \$83.00 Inspections Chronology Conditions Reviews

Description	Amount	Paid Date
SIGN	\$1.00	10/20/2016
SIGN	\$1.00	11/4/2016
SIGN	\$30.00	\$30.00
SIGN	\$50.00	\$50.00
SIGN	\$1.00	1/6/2017

If you have paid, you will see the paid date here. If the fee is in blue you may click on it to pay or click the blue [Pay All Fees](#) below.

Total Fees: \$83.00 Balance Due: \$80.00 [Pay All Fees](#)

Attachment

Permit Info Site Info Contacts Fees \$172.90 Inspections Chronology Conditions Reviews

Type	SEQ#	Result	Scheduled Date	Time	Completed	Time	More Info
R FOOTING POST/PIER	0	APPROVED	12/12/2016	Any	12/12/2016	09:45...	More Info
LIGHTING	0		Schedule				More Info
R BUILDING WRAP	0		Schedule				More Info
R DRAFT STOP/FIRE...	0		Schedule				More Info
R DRANTILE/FND CO...	0		Schedule				More Info
R FINAL BUILDING**	0		Schedule				More Info
R FINAL ELECTRIC	0		Schedule				More Info
R FINAL GAS	0		Schedule				More Info
R FINAL HVAC	0		Schedule				More Info
R FINAL PLUMBING	0		Schedule				More Info
R FINAL RADON	0		Schedule				More Info
R FOOTING PERIMETER	0		Schedule	Any			More Info
FINAL SITE	0		Schedule				More Info

Once your inspection has been completed the results will be displayed here.

Here you will see the date the inspection was scheduled. To schedule an inspection from here just click on [Schedule](#) next to the inspection you need.

Clicking [More Info](#) after your inspection is complete will show the inspector's notes.

Permit #RADD16-0128

 Attachment

Permit Info	Site Info	Contacts	Fees \$172.90	Inspections	Chronology	Conditions	Reviews
Type	Reviewer	Status	Submitted	Completed	Due Date		
APPLICATION REVIEW	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/1/2016	More Info	
RESIDENTIAL BUILDING REVIEW	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/5/2016	More Info	
ZONING - PLANNER	Taylor Dowe	Approved	11/30/2016	11/30/2016	12/12/2016	More Info	

Under the review tab you can see the name of your reviewer, the status of your review, the date it was submitted, the date it was completed, and the date it is due. Clicking the [More Info](#) tab you will find the reviewers notes. You can sort the reviews by clicking the column header title. The best way to get the latest reviews is to sort by the [Submitted Date](#).

Scheduling an Inspection

Schedule LIGHTING PERMIT Inspection - RADD16-0128

Please ensure this is the correct information. This is who the inspector will contact if there are questions.

* **Contact Name:** D&T Construction
* **Phone Number:** (540) 853-1090
* **Site Address:** 1716 DEYERLE RD SW
* **Email Address:** tommy.hahn@roanokeva.gov

This is notes section for the inspector. Keep in mind any notes here are viewable to the general public, [so you will want to refrain from lock box codes or hidden key locations.](#)

Notes:

Inspection Type: LIGHTING

Requested Date: 1/30/2017 ▼

Time: Any ▼

Verify this is the correct Inspection Type.

You will need to submit your inspection request before 4pm for the next business day. You can request an Inspection date up to 10 business days in the future.

Time - you may pick am or pm.

SUBMIT

CANCEL

RESET

Inspection City Policy

Canceling an Inspection



My Active Inspections

41 total record(s)

REC NO	REC TYPE	REC STATUS	ADDRESS	INSPECTION	DATE	CANCEL
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	LIGHTING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	SCREENING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	BONDING/ GROUNDING		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	GROUNDWORK ELECTRIC		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE LAT		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	ELECTRIC SERVICE		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL ELECTRIC**		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	FINAL SITE		
CELE17-0005	PERMIT	ISSUED	215 CHURCH...	HISTORIC FINAL		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL BUILDING		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	BUILDING CO SIGN OFF		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FIELD CO SIGNOFF		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	FINAL CO SIGNOFF**		
CMR17-0027	PERMIT	REVIEW	2401 JOHNS...	ZONING CO SIGN OFF		
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	FINAL SITE	Schedule	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	LIGHTING	Schedule	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R BUILDING WRAP	2/01/2017	
RADD16-0128	PERMIT	ISSUED	1716 DEYER...	R DRAFT STOP/FIRE STOP	Schedule	
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If you need to cancel your inspection, click the x to cancel as late as 6am the day of your inspection. If you cancel after 4:15pm the day before your inspection it is recommended that you call your inspector to let him know.

Paying Fees

Shopping Cart

Click here to uncheck or check all fees.

<input checked="" type="checkbox"/>	Item	Fee Description	Amount Due
<input checked="" type="checkbox"/>	PERMIT (CELE17-0005)	ELECTRIC	74.50
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	CERTIFICATE OF OCCUPANCY	30.00
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	BUILDING	49.50
<input checked="" type="checkbox"/>	PERMIT (CMR16-0115)	STATE SURCHARGE	0.90
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	BUILDING	49.50
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	STATE SURCHARGE	0.90
<input checked="" type="checkbox"/>	PERMIT (CMR17-0027)	CERTIFICATE OF OCCUPANCY	30.00
<input checked="" type="checkbox"/>	PERMIT (SIGN16-0054)	SIGN	30.00
<input checked="" type="checkbox"/>	PERMIT (SIGN16-0054)	SIGN	50.00

Total: \$315.30

[REMOVE SELECTED ITEMS](#) [BACK TO DASHBOARD](#) [VIEW PAID ITEMS](#) [PROCEED TO CHECKOUT](#)

If you experience any issues completing payment, please log off and try again after five minutes. If the problem persists please e-mail permitcenter@roanokeva.gov

You can use these check boxes to uncheck or check individual fees.

Proceed to checkout This will give you a chance to verify the fees being paid before proceeding to official payments.

Checkout Summary

PERMIT	(SIGN16-0054)	2220 WESTOVER AVE SW	
		SIGN	
		TEMPORARY SIGN FEE	\$30.00
		SIGN	
		ZONING PERMIT FEE FOR SIGNS	\$50.00
<hr/>			
		Total Fees:	\$80.00
		Total:	\$80.00

BACK TO SHOPPING CART

PROCEED TO PAYMENT

This will redirect you from eTRAKiT to Official Payments. You will need to follow the instructions to complete payment. Please print and save a copy of the receipt for your records.

Uploading of Documents

The screenshot shows the 'eTRAKiT Attachment Upload' window. It contains a form with the following elements:

- Upload Permit Attachment:** A text input field followed by a 'Select' button. An arrow points from this button to a callout box.
- Description:** A text input field.
- UPLOAD:** A yellow button located below the description field.
- Attachment(s):** A section containing a list of uploaded files. One file is shown: 'RADD16-0128 application.pdf'.
- Callout Box 1:** A box with text: 'Click select to go to your computer to search for the document to upload. Preferred type of file is PDF; WORD docs are not accepted.' It is connected to the 'Select' button by an arrow.
- Callout Box 2:** A box with text: 'When submitting plans please submit as a file not as individual pages. Please see the [Electronic Submission Guidelines](#) link on the home page of eTRAKiT.' It is connected to the file list area by an arrow.
- CLOSE:** A yellow button at the bottom center of the window.

eTRAKiT Attachment Upload

Upload Permit Attachment: 0F6618.pdf Remove

Select

0F6618.pdf Description:

RADD16-0128 plans building X

UPLOAD

Attachment(s):

RADD16-0128 application.pdf

RADD16-0128 application.pdf

Under Description rename the file:

Permit number first then the description of Document. uilding, site plans or third party inspection results are just a few examples. [Please see the Electronic Submission Guidelines link on the home page of eTRAKiT.](#)

Parcel Link

Parcel #2311025

Parcel Info

Land Use

Building

Address:

2401 JOHNSON AVE NW

City/State/Zip:

ROANOKE, VA, 24017

Property Type

PARCEL

TAX MAP#:

2311025

Subdivision:

Zoning:

I-1: Light Industrial

Ordinance:

NO

Neighborhood:

Shenandoah

Code Insp:

8

Lot Size (SF):

40982.82

This is a link to view the property on a map.

